

**PROCEEDINGS OF THE AGING & DISABILITY RESOURCE CENTER OF BROWN COUNTY BOARD MEETING**

**October 22, 2009**

**PRESENT:** Pat Cochran, Warren Skenadore, Patricia Finder-Stone, Judy Parrish, Bill Clancy, Steve Daniels, Donajane Brasch,

**EXCUSED:** Tom Diedrick, Libbie Miller, Grace Aanonsen, Keith Pamperin

**ALSO PRESENT:** Sunny Archambault, Arlene Westphal, Devon Christianson, Debra Bowers, Denise Misovec, Steve Maricque

**PLEDGE OF ALLEGIANCE.**

**INTRODUCTIONS:** Introductions were made by board members and others present.

Secretary Parrish called the meeting to order at 8:35 a.m.

**ADOPTION OF AGENDA:** A motion was made by Sup. Clancy and seconded by Ms. Finder-Stone to adopt the October 22, 2009 agenda. **MOTION CARRIED.**

**APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF SEPTEMBER 24, 2009:** Ms. Finder-Stone moved and Ms. Brasch seconded to approve the minutes of the regular meeting of September 24, 2009. **MOTION CARRIED.**

**FINANCIAL REPORT:**

**A. APPROVAL OF SEPTEMBER FINANCE REPORT:** Ms Archambault reported that we are on target. She noted that we will have 3 paydays in October, the HSD Contract dollars will be spent, we will be close with postage as we just received a large invoice from the county, and building maintenance is over due to the parking lot project.

Ms. Cochran moved and Mr. Daniels seconded to approve the September, 2009 Financial Report. **MOTION CARRIED.**

**B. APPROVAL OF RESTRICTED FUNDS:** Board Members reviewed the restricted donations of \$200 from Sheppard, Mullin, Richter & Hampton, LLP in memory of Richard Brunette, Sr. for the Home Bound Meal Program.

Ms Cochran moved and Ms. Brasch seconded to approve the Restricted Donations. **MOTION CARRIED.**

**REVIEW AND APPROVAL OF POLICY AND PROCEDURE FOR:**

**A COMPLAINT/GRIEVANCE:** Ms. Christianson, ADRC Assistant Director, explained that the level at which we are required to investigate and respond to complaints and grievances has changed in recent years. As a resource center that will be responsible for determining eligibility for Long-Term Care Waiver Programs, we needed to have a clear complaint/grievance process in place. Ms. Christianson noted that to achieve this, we updated our current process. She drew board member's attention to the handouts entitled "Your Rights & the Complaint-Grievance Process", the "Notice of Privacy Practices Regarding Protected Health Information", the "Consumer Bill of Rights and Responsibilities", and the "ADRC of Brown County Complaint and Grievance cheat

sheet" designed to walk staff through the proper steps involved when handling a complaint or grievance.

Ms. Christianson explained that the ADRC has established a 4 Step Complaint/Grievance Process which includes: Step 1: The Internal *Informal* Process; Step 2: The Internal *Formal* Process; Step 3: The External *Formal* Process; and Step 4: A State Fair Hearing Process. She explained the procedures involved in each step and noted that the ADRC has experienced very few complaints/grievances. She added that complaints/grievances are not always looked upon as a negative and most of the time they are resolved informally by the program supervisor. Functional Screen complaints are first overseen by our liaison nurse and would eventually be filed with a Client Rights Specialist following County Complaint/Grievance Procedures.

All complaints will be reviewed by the ADRC Board on a quarterly basis and will be shared with Regional Teams within the state. Ms. Christianson explained that the ADRC of Brown County wants to make sure that our consumers know their rights, the procedures and timelines for complaints and grievances. Our staff provides consumers with the "Consumer Bill of Rights and Responsibilities" information during home visits as well as displaying this information at the ADRC. If a consumer is denied, they are given a second copy of the process. We need to let our consumers know what their responsibilities are by providing them with the right information.

Ms. Christianson requested board approval of the ADRC's Complaint/Grievance Process as presented.

Ms. Finder-Stone moved and Sup. Clancy seconded to approve the ADRC's Complaint/Grievance Process. **MOTION CARRIED.**

**B. HOMEBOUND MEAL DISTRIBUTION IN HOUSING UNITS THAT PROVIDE**

**MEALS:** Ms. Archambault directed board members to the policy for Home Bound Meal eligibility. She explained that we are receiving phone calls from residents living in a facility where a meal program is available. While callers state that they cannot afford these meals, our dilemma is that we do not have the capacity to serve all requests from persons living in these facilities. We need to prioritize delivering meals to individuals who are living in their own homes. We are recommending that the Eligibility for Home Bound Meals Policy include the criteria: "Not residing in a facility where a meal program is already available to the residents i.e. assisted living, independent apartments where meals are available for purchase, etc."

Ms. Archambault requested board approval of the policy as stated.

Sup. Clancy moved and Ms. Cochran seconded to approve the Eligibility for Home Bound Meals Policy.

**RECOMMENDATION REGARDING NEW ADRC LOGO:** Ms. Archambault distributed a copy of the ADRC logo that has been developed by the Bureau. She explained that the state would like to see all ADRCs use this logo to help brand the service and increase ADRC visibility statewide. Ms. Archambault requested board approval to implement the use of the new logo on all agency materials including letterhead.

Ms. Cochran moved and Ms. Brasch seconded to implement the use of the new ADRC of Brown County Logo. **MOTION CARRIED.**

**DISCUSSION OF ADRC AGENDAS, ORIENTATION, AND TRAINING &**

**RECOMMENDATION TO ESTABLISH ADVISORY COMMITTEES:** Ms. Archambault reported that the training at the ADRC Conference emphasized that the development of ADRCs and their boards needs to result in a "new" agency – not just business as usual with a new name. In Brown County, we have worked very hard to meet this standard; however, there is always room for improvement. It is important that our community understands our role as advocates for those with disabilities as well as with seniors. We also need to see that our board is knowledgeable about the needs of all groups we serve. It was suggested that we take a look at forming two advisory committees – one for seniors and one for adults with disabilities – that would report back to the Board of Directors. Other ideas were to provide orientation and training items at board meetings and hold some meetings at different sites. Ms. Archambault will take a look at these suggestions and bring back some concrete information for the board at a later date.

**Information and Assistance (I&A) UPDATE:** Ms. Christianson reported that we have implemented a new staffing "model" to help meet the growing volume of calls from consumers. In the past staff had 2 days a week in the office on phones and 3 days a week to respond to these calls in the field. Adding Functional Screens - which takes 6-8 hours per screen including required timeframes for completion – has resulted in staff unable to keep up with the workload. It became evident that we needed to look at models around the state to find one that we thought would work for us. We have implemented a call center model where 6 I&A staff will be in the office on phones assessing calls, determining the client's needs, responding when appropriate or sending to I&A "field staff" when the consumer needs are complex and more time-consuming. Field staff will complete functional screens and make home visits when necessary. At the end of two months, staff will rotate so that everyone has had the opportunity to work in these two roles. Ms. Christianson noted that the stress level of staff has been reduced tremendously, client notes are being entered more efficiently, and duties completed in a more timely fashion. This model will be on trial for 4 months. When Family Care arrives we will have to re-evaluate once again. The state has been willing to allow us to try this model and we will be monitoring client satisfaction and collecting essential data through surveys.

Ms. Christianson also reported that ADRC staff from Vermont were here to learn how our ADRC operates. In addition to learning about our agency, they visited Options for Independent Living and Manitowoc's ADRC. Ms. Christianson noted that Vermont has not provided their ADRCs with the state and county resources that we receive. We are very fortunate in Wisconsin to have such strong support.

**DISCUSSION OF POTENTIAL BUILDING REMODELING PROJECT:** Ms. Archambault stated that adding three new staff next year, two Information & Assistance Specialists and one Benefit Specialist Assistant, will require additional office space. We are once again looking at remodeling options. Ms. Archambault distributed remodeling drafts that staff have developed to accommodate our growth. She explained that our current break room would be moved across the hallway to the present computer classroom. Clerical support and the office supply area would be moved to the present break room. This would provide space for four additional offices.

After working with Jeff O'Deans from the County it has been estimated that the cost of this project would be no more than \$60,000. Ms. Archambault distributed the Designated/Undesignated Net Asset Report. She noted that funds for this project would be available either from the Facilities Fund or from the Capital Campaign Fund and requested board approval of this project.

Sup. Clancy moved and Ms. Cochran seconded to proceed with the remodeling project as stated. **MOTION CARRIED.**

**LEGISLATIVE UPDATE:** Mr. Niesing, Disability Benefit Specialist, shared a letter that has been sent to Congressman Kagen, Senator Herbert Kohl and Senator Russell Feingold, asking for their help in securing fair and equitable services for disabled young adults and their families as delivered by the Social Security Administration (SSA). Incarcerated prisoners can apply for various benefits with SSA six months prior to their release from prison ensuring that benefit programs and services will be in place upon their release; however, disabled young adults must wait until the month they attain age 18 to apply for Supplemental Security Income. With SSA taking a minimum of 90-120 days to decide if the applicant is disabled, these young adults may not receive SSI benefits and program services until 3 months or more after these benefits and services are needed. We asked our legislators to take action to work with the SSA to enable young adults to receive the same treatment as incarcerated prisoners. Mr. Niesing noted that a formal letter was also sent to all Disability Benefit Specialists and a number of advocacy boards in the state as well as a sample letter for parents to use.

Ms. FINDER-STONE shared an Action Alert Letter sent to Senator Herbert Kohl by the Coalition of Wisconsin Aging Groups urging him to support improvements in Medicare that are being considered as part of health care reform. The following improvements were highlighted:

- Eliminate the Part D "donut hole" or gap in coverage.
- Increase the asset limits for the Part D Low Income subsidy (LIS) program, and for the Medicare Savings Programs.
- Negotiate drug prices for Part D prescription drug program.
- Both the House and Senate repealed the scheduled 21% cut in Medicare reimbursement to physicians but, in addition, the House updates fees in future years. Please support the House proposal to update fees beyond 2010.
- Support a public option that will compete on a level playing field with private plans as the best way to hold down costs.
- Support the provision for everyone age 18 and over to have some form of advanced directive.
- Suggest provisions in the House proposal for Comprehensive Effectiveness Research (CER).
- Not to include the provision in the Senate proposal to create an independent Medicare Commission whose proposals could take effect automatically if Congress does not act.

**DIRECTOR'S REPORT:** Ms. Archambault reported on the following:

- A public hearing on the ADRC's 2010-2012 Aging Plan and Budget was held on Friday, October 16<sup>th</sup>. Along with Ms. FINDER-STONE, 38 people attended the hearing and we received some very nice comments on transportation and the COP Program.
- The French Government recognized three Oneida veterans for their military service in France during World War II about 65 years after the men returned from overseas combat. One of the three to receive the French Legion of Honor, the highest award France can bestow on either a civilian or military member, was Warren Skenadore who is a member of our Board of Directors. Mr. Skenadore served as a medic in the 82<sup>nd</sup> Airborne Division for three years, half of which he spent in combat in France, Belgium and Germany. Ms. Archambault and the Board extended their congratulations to Mr. Skenadore.

- N. E. W. Curative has changed the name of their building to the Dr. William Nystrom Center.
- One of our Co-Coordiators with our Home Bound Meal Program will be leaving our agency and we are currently moving forward with the recruitment process for that position.

**GREATER WISCONSIN AGENCY ON AGING RESOURCES (GWAar) NETWORK NOTES:**  
Ms. Archambault distributed a summation sheet of the Executive Committee's completion of the dissolution of the Bay Area Agency on Aging for board perusal.

**ANNOUNCEMENTS:**

- Mr. Maricque announced that Jennifer Nelson has the opportunity to become an Executive Director with the Literacy Council and will be leaving the Red Cross Transportation Program. The Red Cross will be directing their focus on being responsive to clients who call in and on backup to their drivers. Mr. Maricque noted how proud they are of the work Ms. Nelson has done for the Red Cross and they wish her the best of luck.
- Mr. Maricque extended an invitation to an open house the American Red Cross Transportation Department will be hosting this evening from 5:30 p.m. to 7:30 p.m. at 21 Bader Street. The open house will focus on the Transportation Department and their accomplishments.

**NEXT MEETING DATE – DECEMBER 10, 2009:** The next ADRC Board of Director's Meeting will be held on Thursday, December 10, 2009 at 8:30 a.m. at the ADRC.

**ADJOURN:** Mr. Skenadore moved to adjourn and Ms. Cochran seconded. **MOTION CARRIED.** The meeting adjourned at 9:50 a.m.

Respectfully submitted,



Arlene Westphal, Secretary